



# PREPAR3D®

## Prepar3D v5 Download and Installation Directions

These directions are intended for use when downloading and installing the Prepar3D v5 application on the Windows 10 operating system. Prepar3D v5 is only compatible with Windows 10. A video card with full DirectX 12 support including feature level 12\_0 or greater is required.

*If you encounter problems, the recommended method of support is posting on the [Prepar3D forums](#).*

## Contents

Prepar3D v5 Download and Installation Directions.....	1
Contents.....	1
Downloading Prepar3D v5 .....	2
Extracting the full Prepar3D v5 Installer .....	2
Installing Prepar3D v5 .....	3
Activating Prepar3D v5 .....	3
Updating Prepar3D v5.....	3
Uninstalling/Reinstalling Prepar3D v5 .....	4

## Downloading Prepar3D v5

After purchasing Prepar3D v5, you should have received an invoice that included a link to the Prepar3D software download site. Open your invoice and click the **Software Download Page** link or click **Downloads** from the Prepar3D website ([http://www.prepar3d.com/purchased\\_downloads](http://www.prepar3d.com/purchased_downloads)).

For easier download management, the Prepar3D v5 installer download is offered in two formats. You can download the full installer package as zip file or download the individual exe, msi, and cab components directly. If you have an adequate internet connection, it is recommended that you download the full zip file package.

With the **Downloads** page loaded, you will need to enter the license information found in your invoice. On the right side of the page, enter your license ID and license password (under “Description” in your invoice), and hit submit.

After you have entered your license information, select the Prepar3D v5 full zip file link to download the entire installer package or begin downloading the individual components. If the full zip file is downloaded, no other files should be downloaded (the full zip file contains all required files). If you are downloading the individual pieces, all files should be downloaded to the same folder to ensure successful installation.

If your files do not match the names, file sizes, or checksums, which are listed on the **Downloads** page, it is recommended that you re-download the mismatched files to avoid issues that could be caused by incomplete files.

## Extracting the full Prepar3D v5 Installer

If you have downloaded the full installer package, you will have to extract the zip file. You will do this using a decompression tool for zip files. While many tools exist that are capable of performing this work, for the purposes of this guide we will use the Microsoft® Windows® tool. This tool is pre-installed in Windows 10.

*Note: The **X.X.X.XXXX** in the file names are simply placeholders for the current Prepar3D version number. The asterisk (\*) in the file names are simply placeholders for the Prepar3D variant (Academic, Professional, or Professional Plus).*

*Note: Do NOT extract any of the \*.cab files. The Prepar3D installer will extract the necessary information from them.*

1. Navigate to the location where the downloaded zip file was saved.
2. In that folder, right-click on the file named **Prepar3D\_v5\_\*\_X.X.X.XXXX.zip** and select **Extract All...** from the context menu. This will bring up the **Extract Compressed (Zipped) Folders** application.
3. Click the **Extract** button to begin the extraction. This will take a few minutes to complete.
4. When the extract completes successfully, the **Extract Compressed (Zipped) Folders** application will close, and a new folder will appear.

5. If any errors occur during the extraction that likely means the full zip file did not download correctly or has not finished downloading. If no errors occurred, you can continue with [Installing Prepar3D v5](#) section.

## Installing Prepar3D v5

Now that you have successfully downloaded and extracted the installer, you can now install the Prepar3D v5 application. Prepar3D v5 is only compatible with the Windows 10 operating system.

1. In the extracted **Prepar3D\_v5\_\*\_X.X.X.XXXX** folder, double click the **Setup\_Prepar3D.exe** file.
  - *NOTE: If you have previously installed Prepar3D, or are certain all prerequisites are installed, you can use the **Install\_Client.msi**, **Install\_Content.msi**, and **Install\_Scenery.msi** installers. This is recommended only for advanced users.*
2. Read the EULA and click the checkbox next to **"I agree to the license terms and conditions."** This will enable the **Install** button.
3. Click the **Install** button. At this point, you will require administrator privileges to continue the installation. When prompted, either enter the required administrator credentials or click OK to continue. The Prepar3D installer immediately identifies any missing dependencies and proceeds to install them. Please note that your computer may restart during this process and should continue with the install if it does. The installation can take anywhere from five minutes to an hour depending on your computer.
4. When the Prepar3D setup has completed installation, a Prepar3D icon will appear on the desktop. Double click the Prepar3D icon to launch Prepar3D for the first time. This will open the Prepar3D software activation window.
5. When the activation window appears, follow the steps in the section entitled [Activating Prepar3D v5](#) to complete your license activation. Activation is required in order to run the Prepar3D application.

## Activating Prepar3D v5

Prepar3D must be activated before use. You will automatically be prompted to enter your license information during first execution. You are able to activate online, through another computer, or through email. More information can be found in the **Learning Center** (located in your install directory as **Learning Center.chm**) under **Prepar3D Product → Activate Prepar3D → How to Activate Prepar3D**. If there are any issues with your license, please contact [licensing@prepar3d.com](mailto:licensing@prepar3d.com).

## Updating Prepar3D v5

When minor updates are released for Prepar3D v5, there are two options available to update Prepar3D v5. The recommended method is simply updating using the Client installer. This is the quickest and least error prone. When you uninstall the Client, you will be prompted about whether or not you wish to deactivate Prepar3D. You can choose "No" if you are simply updating the same machine and, therefore, will not have to reactivate once the reinstall is finished.

You can also update by doing a complete uninstall and reinstall of the entire application, but often that is not necessary or desired.

*Note: You must have already installed the full Prepar3D application in order to update just the client.*

On the Prepar3D.com **Downloads** page, enter your license ID and password (found under “Description” on your invoice) and download the appropriate Install\_Client.msi file. Next, open **Apps and Features** from the Windows settings menu, and find **Prepar3D \* Client** (where the asterisk (\*) is the Prepar3D v5 variant (Academic, Professional, or Professional Plus)). Click it, select **Uninstall**, and then follow the instructions on the wizard. After it has finished uninstalling, select the close button and then open the Install\_Client.msi to begin the update. Proceed with the onscreen instructions to complete the update.

Aside from the Client, the other two components to a Prepar3D installation are Content and Scenery, each of which may have additional changes with a minor update. The updating process for each of these components is nearly identical to that of the Client.

*Note: Update the Client component first, before updating either the Content or Scenery components.*

On the Prepar3D.com **Downloads** page, enter your license ID and password (found under “Description” on your invoice) and download the appropriate msi file for which the component you’re updating: Install\_Content.msi or Install\_Scenery.msi file. If you are installing the Content component, then you will need to download the cont1.cab through cont5.cab files. Likewise, you will need to download the scene1.cab through scene11.cab files if you are updating the Scenery component. Make sure that all of the downloaded files are in the same folder. Next, open the **Apps and Features** from the Windows settings menu, and find the **Prepar3D \* Content** or **Prepar3D \* Scenery** (where the asterisk (\*) is the Prepar3D v5 variant (Academic, Professional, or Professional Plus)) entry. Click it, select **Uninstall**, and then follow the instructions on the wizard. After it has finished uninstalling, select the close button and then open either the Install\_Content.msi or the Install\_Scenery.msi to begin the update. Proceed with the onscreen instructions to complete the update.

To update the entire Prepar3D application, you will need to uninstall the Prepar3D application, and then download and install the newest Prepar3D application. Follow the [Uninstalling/Reinstalling Prepar3D v5](#) below. After that process is complete, download the newest version of Prepar3D and follow [Installing Prepar3D v5](#).

## Uninstalling/Reinstalling Prepar3D v5

*NOTE: This section only applies to those uninstalling/reinstalling Prepar3D v5. Uninstalling/reinstalling the Prepar3D should work as designed, but following these steps will help guarantee success.*

1. You will want to back up any additional content or add-ons (models, scenery, configurations, etc.) before uninstalling Prepar3D. To begin uninstalling the Prepar3D application, go to your **Start Menu**, select **Control Panel**, and open **Programs and Features**. Select **Prepar3D v5 \*** from

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

the list of programs and click the ***Uninstall*** button on the menu bar (the asterisk (\*) is the Prepar3D v5 variant (Academic, Professional, or Professional Plus)). Follow the on screen prompts to uninstall Prepar3D. If you are simply looking to restore your Prepar3D installation, select the ***Repair*** option. That will fix the majority of user issues.

2. While the uninstaller removes all files that are created by the installer, it does not completely remove content that was generated during program execution. To completely uninstall Prepar3D, you must manually delete folders and files that are created during runtime. Please be sure to back up any changes you have made to any of the files in the folders. Now, please manually delete the following folders:
  - **C:\Program Files\Lockheed Martin\Prepar3D v5** *(or the modified install location)*
  - **%PROGRAMDATA%\Lockheed Martin\Prepar3D v5**
  - **%LOCALAPPDATA%\Lockheed Martin\Prepar3D v5**
  - **%APPDATA%\Lockheed Martin\Prepar3D v5**
  - **%USERPROFILE%\Documents\Prepar3D v5 Files**
  - **%USERPROFILE%\Documents\Prepar3D v5 Add-ons**
3. Now you should restart your computer. After your computer has restarted, if you would like to reinstall, simply follow the [Installing Prepar3D v5](#) section.